

UK Medical Centre

Building 401, SHAPE, BFPO 26

Civilian Address

UK Medical Centre, Building 401, Ave d'Oslo

7010 SHAPE, Maisières

Reception 0032 65 44 5824

On arrival at Brussels please register with the UK Medical Centre and also with the U.S. Healthcare Facility at Sterrebeek.

Location

The UK Medical Centre is situated within the SHAPE Healthcare Facility – Building 401. Once inside the building please follow the signs marked **LONDON**.

We are available to make appointments between the following times:

0800 until 1700 Monday to Thursday

0800 until 1530 Friday.

All appointments can be made by calling reception on 065 44 5824 (or ext 5824). Urgent appointments will be offered within 24 hours, and routine appointments within 5 working days.

Telephone Consultations

If you are too ill to travel or you want advice on a simple medical issue then please contact the UK Medical Centre and book a telephone consultation with one of the clinical staff or phone the Call Centre number (0049 521 305 3961) for advice.

Useful Telephone Numbers

Ambulance (SHAPE ONLY) 065 44 3333

European Emergency Number 112

These numbers should be called in the case of all life threatening injuries and illnesses. All newcomers are to familiarise themselves with the route to their nearest A&E department.



UK Medical Centre Reception **0032 (0)65 44 5824**

Practice Manager **0032 (0)65 44 5825**

Community Clinic Admin **0032 (0)65 44 5827**

Pharmacy **0032 (0)65 44 5999**

Email: BFGHealthSvcs-SHAPE-Groupmail@mod.uk

24 hour Call Centre **0049 521 305 3961**

Hospital Hotline **0049 521 305 3960**

The 24 hour Call Centre and Hospital Hotline will call you back to reduce international call charges.

Telephone Advice and Out of Hours Support

Whilst you are living in Belgium we would like to reassure you that as part of the arrangements the SSAFA GSTT Care LLP has with the MoD, we can help support your health care needs, by offering advice and, where necessary, provide you details of local healthcare providers. We are able to provide this from our Call Centre, which is open 24 hours per day, 365 days per year. Unlike some health service telephone systems, our triage service is provided by experienced nurses, who have access to your electronic health records, and will use their extensive skills to consult with you in much the same way as if you were in the room with them. They will make a robust assessment of your condition and discuss with you the most appropriate options for your continuing care. **The Call Centre telephone number is: 0049 521 305 3961.**

Once your call has been answered, they will take your number and then call you back.

Emergency Care

The Call Centre service is **NOT an alternative to emergency care** and if you consider the situation to be an **emergency or life threatening** you should **ring 112** for the local ambulance service, which will take you to hospital. We will meet the cost of ambulance services. All bills should be forwarded to the UK Medical Centre in SHAPE, which is where your medical records are held.

Prescriptions

The UK Pharmacy Technician is co-located within the US Pharmacy at the SHAPE Healthcare Facility. Opening hours are advertised at the Pharmacy and in the UK Medical Centre waiting room. These are usually:

Monday	08.30-12.30	13.30-17.00
Tuesday	10.30-12.30	13.30-17.00
Wednesday	08.30-12.30	13.30-17.00
Thursday	11.00-12.30	13.30-17.00
Friday	08.30-12.30	13.30-15.30

As we only have one Pharmacy Technician, when he is absent there may be reduced Pharmacy opening times. We will notify you when this occurs.

Repeat Prescriptions

A minimum of FIVE working days notice is required for all repeat prescriptions. Please ensure that you give enough time to order medicines that are not normally kept in stock.

Prescriptions can be handed in at the Pharmacy or posted in the post box located in the UK Medical Centre waiting room or telephoned through to the Pharmacy on the number above.

Prescription Charges

In due course and on behalf of the MOD it is a requirement for prescription charges to be brought in, to mirror current NHS England arrangements. Further information will be provided.

Staff Training

The SHAPE Healthcare Facility and the UK Medical Centre conducts staff training every Thursday morning from 0800-1200. As parts of the Healthcare Facility (pharmacy, laboratories, and x-ray) are closed on Thursday mornings, we use this time to conduct essential training and meetings. For this reason routine GP appointments are not offered on Thursday mornings. However, staff are available to cover urgent medical care and provide administrative support. Patients are kindly requested to only call on Thursday mornings if the question or problem requires an urgent response.

How to book a GP appointment

Being based in Brussels, we understand that accessing healthcare may be a little more difficult than for those closer to SHAPE. Therefore, and in no particular order, we have made available a number of options for you:

Option 1: See a UK GP at the UK Medical Centre SHAPE.

Appointments are available with GPs and nurses Monday-Friday. Routine appointments should be offered within 5 working days of your request.

We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, minor surgery, well woman/well man clinics and a full family planning service. If you are making an appointment for one of these clinics or have complex needs please inform the receptionist so that you can get sufficient appointment time to meet your needs.

Option 2: Telephone Consultation.

Call the UK Medical Centre to arrange a telephone consultation. This might save you time, and allow you access to a GP more quickly than would otherwise be the case. It allows you direct access to the doctor who will often be able to deal with your questions by telephone or email.

Option 3: See a GP at the visiting clinic in Sterrebeek.

A GP from SHAPE will visit Brussels every 2 weeks. The GP will have access to your records and can see you at this clinic. This is a regular GP clinic and if you need face to face time with a GP in Brussels then this is the best way to arrange it. Please note that you will require an installation pass for the Sterrebeek facility.

What if I can't travel to SHAPE or wait for a visiting clinic?

In this case you should **contact the UK Medical Centre** or the **BFG 24 hour Call Centre** and we will assist you in one of the following ways:

Option 4: We may advise you to attend the US Army Clinic at Sterrebeek.

If this option is advised, you will see a civilian GP from the US clinic. This clinic generally sees US citizens and active duty personnel, but also can see UK patients when required. Please note that you will require an installation pass for the Sterrebeek facility.

Option 5: We may advise you to attend another GP Surgery in Brussels.

We will try to direct you to a known provider nearby who we have regular communication with. We will ask you to sign a consent form at the provider to allow them to inform us about your illness and treatment. We may call you after your visit there to check on what has happened.

Optical Care

If you wear spectacles you should have your eyes routinely tested annually. For those with normal vision the recommendation is every two years. Entitled personnel and their dependants can get their eyes tested at the SHAPE Healthcare Facility. Service glasses are provided for Service personnel.

All Service personnel should collect an FMed 79 from the UK Medical Centre, prior to attending an optician's appointment. Dependants & UKBCs are responsible for all costs. Please see next section for children.

Children's Glasses

Parents/guardians can claim up to a maximum of £70 for children's glasses in line with NHS guidelines. Please contact the UK Medical Centre for further information or entitlement guidance.

Hospitals

All hospital appointments must be by referral from the staff at the UK Medical Centre. The only exception is for those admitted as an **EMERGENCY** via A&E or ambulance.

Brussels is served by excellent hospitals and university clinics. We tend to refer patients to Leuven University Clinic, but we also use other hospitals depending on your location and

needs. It is important that you get the correct referral paperwork from the UK Medical Centre for all your hospital visits. Please telephone the hospital hotline **0049 521 305 3960** if you are admitted to hospital. This team will provide support to you in hospital including language support if needed. It is open 24 hr a day.

Our GPs will work from military guidelines on referrals for service personnel and UK guidelines for civilians. These are generally in line with Belgian medical practice. Where advice differs we will discuss this with you. Note that for all military patients, referrals must comply with policies laid down by the MoD and the appropriate Defence Consultant Advisor (DCA).

We run weekly Optimal Care Meetings where GPs discuss hospital referrals to ensure that you are sent to the right specialist first time. Non urgent referrals are discussed in this meeting and we will try to offer you the best and safest referral pathway. If you have concerns about this process please discuss with your GP.

Urgent and emergency referrals will also be discussed at these meetings, but this discussion will take place after the hospital treatment has been arranged, so as not to delay the urgent referral process.

Please telephone the Hospital Hotline **0049 521 305 3960** if you are admitted to hospital. This team will provide support to you in hospital including language support if needed. It is available 24 hrs a day.

Health Services Provided at SHAPE

The UK Medical Centre provides routine primary healthcare to UK Service personnel, entitled civilians and their dependants.

We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, minor surgery, well woman/man clinics and a full family planning service. If you are making an appointment for one of these clinics or have complex needs please inform the receptionist so that you can get sufficient appointment time to meet your needs.

Laboratory, X-ray, Physiotherapy

The SHAPE Healthcare Facility and the US Clinic Sterrebeek allows access to laboratory services, X-ray and physiotherapy through the TRICARE system. **All patients should register with TRICARE the U.S. Medical Administration when they first arrive to allow access to these services via referral from the UK Medical Centre.** This is free of charge.

We have our own physiotherapy, midwifery, health visiting, mental health nursing and speech therapy practitioners assigned to SHAPE. Some of these practitioners are shared



with other locations. They will visit SHAPE regularly and are always available by telephone in between visits. Visit programs are also adjusted according to demand. It is important that you know that you don't need to wait for the next scheduled routine visit if you have an urgent problem. All our staff can be contacted and can make unscheduled visits when needed. Please ask for assistance at reception.

Financial Arrangements

All bills for treatment should be presented or forwarded to the Medical Centre staff at the earliest opportunity. The system will refund prescription charges if they are within NHS England guidelines. Some medicines, even if prescribed by a hospital doctor will not be funded so if in doubt please discuss this with one of the doctors at the UK Medical Centre. A reimbursement form is available from the UK Medical Centre reception.

If you receive any reminders from host nation health providers please pass these urgently to UK Medical Centre SHAPE or email the Bills/Translator Clerk at

BFGHealthSvcs-SHAPE-TRANSBILCLK@mod.uk

BFGHealthSvcs-SHAPE-PracMgr@mod.uk

or contact reception for more information.

Service Medicals & Vaccinations

The UK Medical Centre SHAPE is your nominated military General Practice for all Military related medical matters, such as PULHHEEMS, vaccinations and Medical Boards.

Visitors/Relatives and Holiday Travel

All Service personnel, dependants and visitors are strongly advised to carry their European Health Insurance Card (EHIC) if they are crossing any international borders, such as leaving the original country of assignment (eg Belgium). British Forces Germany Health Service will not pay any bills for Service persons or civilians if they are seen as an emergency patient whilst off duty when visiting a foreign country (even within Europe). Failing to ensure that you have this card may cause you to incur unnecessary expensive medical bills.

The EHIC is valid in all European Economic Area (EEA) countries, including Switzerland. You can apply for a free EHIC online through the official website www.ehic.org.uk. Please be aware that other websites may charge for this service. The EHIC is not an alternative to travel insurance, and is only of use in an emergency medical situation.

Access to Medical Records

If you wish to access your medical records it may help to discuss this with one of the clinical members of staff first so that we can help you. If you wish to have a copy of your medical records please inform the Practice Manager. You will need to complete a MOD Form 1694 which can be obtained from the UK Medical Centre. If there is a specific area that you are interested in, it would really help if you could state this on the relevant part of the form.

Patient Confidentiality

Please be assured that all staff working at the UK Medical Centre regards patient confidentiality as their highest priority. All records are protected under the Data Protection Act 1998.

Other healthcare professionals may need to access your medical records for audit purposes. If you wish to opt out of this then please let us know.

Complaints, Suggestions & Feedback

The UK Medical Centre SHAPE is committed to providing an excellent standard of care. We welcome suggestions and feedback so that we can continually improve the quality of service provided. A suggestions/comments box is located in the UK Medical Centre waiting room for patients use. This allows you to comment on what went well, suggest areas for future development and report things that did not go so well.

You may of course also approach any member of the UK Medical Centre team with a suggestion or problem.

If you feel that your complaint is of a serious nature, please contact the Practice Manager either verbally or in writing. A complaints code of practice is available from the UK Medical Centre should you wish to have further information.